GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:969
ANSWERED ON:22.11.2016
Toll Free Number
Chavan Shri Harishchandra Deoram;Giluwa Shri Laxman

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government examines the complaints received through toll-Free No. 1266 of the Municipal Corporation of Delhi (MCD) to find out the instances of misuse of power and negligence on the part of Government officials and staff;

(b) if so, the details thereof and the action taken thereon;

(c) whether the Government proposes to enquire into the complete disposal of complaints and negligence on the part of officers and staff to streamline the services of MCD and to take action against the officials found guilty of negligence and not working as per the rules; and

(d) if so, the details thereof along with the steps taken to streamline the services of MCD?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)

(a) & (b): The Government of NCT of Delhi (GNCTD) has informed that the Central Control Room (HQ) of North and South Municipal Corporations of Delhi receives complaints regarding water logging, removal of
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garbage/malba, stray cattle and dogs, sanitation, pruning of trees, mosquitoes menace, encroachment, unauthorised construction etc. through a toll free No.1266. These complaints are forwarded immediately to the concerned Zonal Control Rooms for taking necessary measures to attend/take action thereon. Thereafter, the Zonal Control Rooms forward these complaints to the concerned departments of the Zones on day-to-day basis for immediate disposal. An action taken report on the complaints is called for onward submission to the higher authorities.

The GNCTD has further informed that no complaints relating to instances of misuse of power and negligence on the part of the Government officials/staff is received on the above toll-free number.

The toll free No.1266 does not cater to the East Delhi Municipal Corporation, which has a different toll free number 155303.

(c) & (d): The GNCTD has informed that the Municipal Corporations of Delhi make every possible effort for disposal of the complaints and appropriate action is taken as per rules against any negligence on the part of the officers/officials.

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